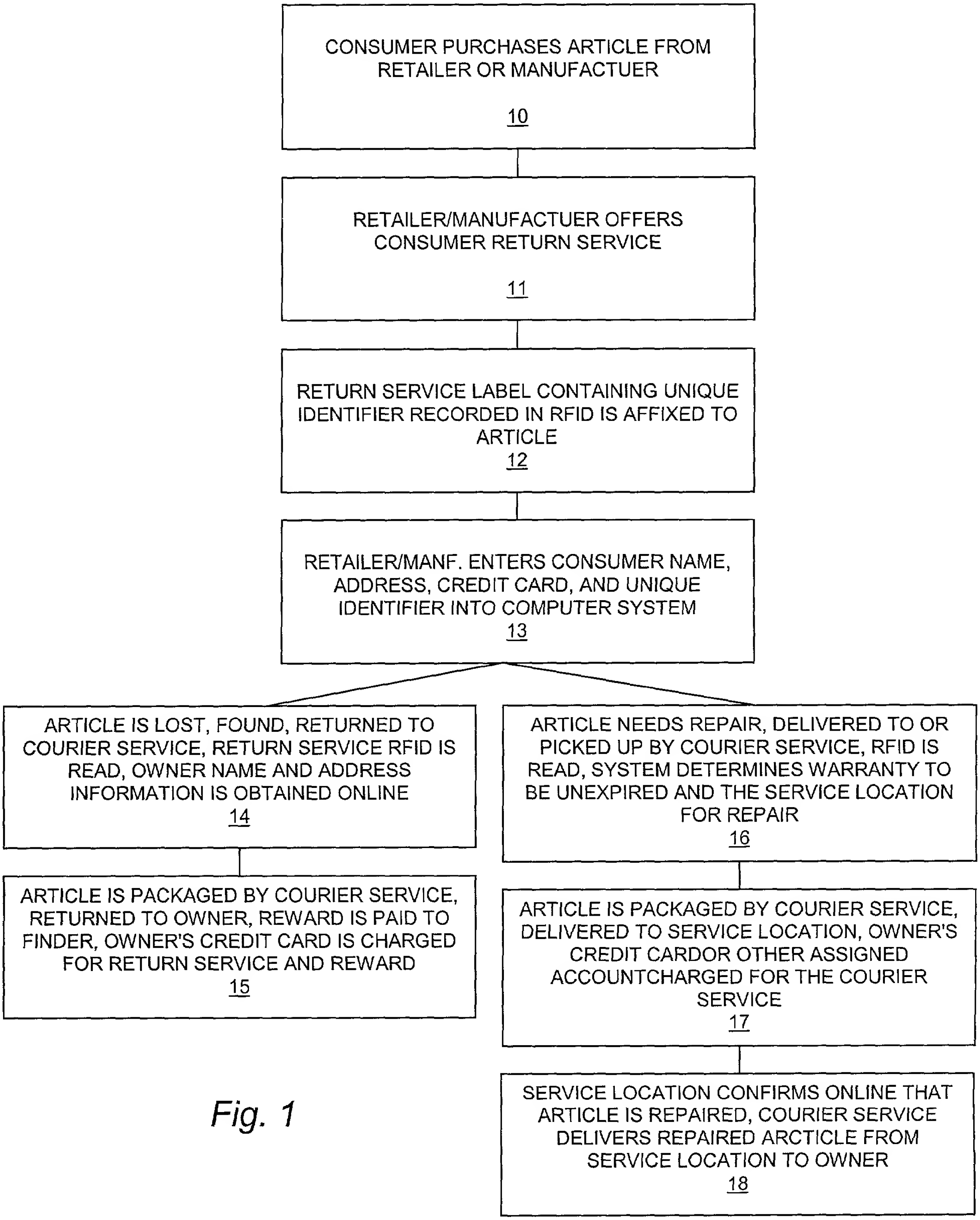
CONSUMER PURCHASES ARTICLE FROM RETAILER OR MANUFACTUER
10
RETAILER/MANUFACTUER OFFERS CONSUMER RETURN SERVICE
11
RETURN SERVICE LABEL CONTAINING UNIQUE IDENTIFIER RECORDED IN RFID IS AFFIXED TO ARTICLE
12
RETAILER/MANF. ENTERS CONSUMER NAME, ADDRESS, CREDIT CARD, AND UNIQUE IDENTIFIER INTO COMPUTER SYSTEM
13
ARTICLE IS LOST, FOUND, RETURNED TO COURIER SERVICE, RETURN SERVICE RFID IS READ, OWNER NAME AND ADDRESS INFORMATION IS OBTAINED ONLINE
14
ARTICLE IS PACKAGED BY COURIER SERVICE, RETURNED TO OWNER, REWARD IS PAID TO FINDER, OWNER'S CREDIT CARD IS CHARGED FOR RETURN SERVICE AND REWARD
15
ARTICLE NEEDS REPAIR, DELIVERED TO OR PICKED UP BY COURIER SERVICE, RFID IS READ, SYSTEM DETERMINES WARRANTY TO BE UNEXPIRED AND THE SERVICE LOCATION FOR REPAIR
16
ARTICLE IS PACKAGED BY COURIER SERVICE, DELIVERED TO SERVICE LOCATION, OWNER'S CREDIT CARDOR OTHER ASSIGNED ACCOUNTCHARGED FOR THE COURIER SERVICE
17
SERVICE LOCATION CONFIRMS ONLINE THAT ARTICLE IS REPAIRED, COURIER SERVICE DELIVERS REPAIRED ARCTICLE FROM SERVICE LOCATION TO OWNER
18

Fig. 1